

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

Received & Inspected  
NOV 20 2012  
FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on Federal Communication Commission's (FCC) Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name Fred A. Lessing

Title, if appropriate \_\_\_\_\_

Address 18867 KIRKCOLM LN PORTER RANCH,  
CA 91326

Telephone Number 818-294-7597

NOV 20 2012

FCC Mail Room

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VRS has created a more level playing field for people like me who are deaf or hard-of-hearing, empowering us to communicate via videophone with anyone at any time in our native language, American Sign Language. The nature of the work I do requires that I be able to use the phone to communicate with colleagues, clients and business associates regardless of whether they are hearing or deaf. Without reliable, high-quality VRS service I would not be able to do my job effectively.

The changes the FCC is considering would drastically change the nature of the VRS I depend on. One of the aspects of VRS that makes it such an effective way to communicate is the quality of the videophone technology used and the fact that the products provided by VRS companies have been developed specifically with the needs of the deaf – my needs – in mind. Yet, the FCC is considering changes that would, instead, force us to use off-the-shelf products and government-mandated software. Using products developed by and for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the high quality, specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

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Address 18867 WIRKCDLM LN PORTER RANCH  
CA 91326

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VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Fred A. Lessing

Title, if appropriate \_\_\_\_\_

Address 18867 KIRKCOLM LN PORTER RANCH  
CA 91326

Telephone Number 818-294-7597

Pastor Gene Willard Craig Lansberry, Sr. DD

1125 Laird St.

Akron, Ohio 44305-3227

(234) 738-1338

Received & Inspected

NOV 20 2012

FCC Mail Room

Tuesday, November 13, 2012

Save My VRS

Federal Communication Commission

445 12<sup>th</sup> St., SW,

Room TW-A325

Washington, DC 20554

Re; Pursuant to Sections 1.415 and 1.419 of the Commissioner's Rules, 47 C.F.R  
Reference CG Docket Nos. 03-123 and 10-51

The FCC is to take away needed Functions of, my wife's Video Relay Service Phone? They already took the direct number away; this made her unable to call Direct Video Phone to Video Phone: Now Relay Service; is always Required! (as I understand) The new changes will hinder safety for Handicapped People, 911 services will severely be effected. Cynther is Profound Deaf at times; she is at times mute from prescribed medications. I am losing my sight from: Retinitis Pigmentosa & can no longer drive, If you make these proposed cuts, we will be more unsafe in our home, to the point of not being able to access Emergency Services at all. My being Blind means I can't answer her Phone; I can't see the Hand-Movements. I'm already limited in communication with Cynther my wife. Blind equipment is already very expensive, when living solely on Social Security.

*Pastor Gene W. C. Lansberry, Sr. DD*

Pastor Gene W. C. Lansberry Sr. DD

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Sincerely,

Name Adele R. Davidson

Title, if appropriate \_\_\_\_\_

Address 10201 Mason Ave #103, Chatsworth, Ca. 91311

Telephone Number 818-435-7741

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Sincerely,

Name Adele R. Davidson

Title, if appropriate \_\_\_\_\_

Address 10201 Mason Ave #103 - Chateworth, Ca. 91311-33

Telephone Number 818-435-7741

NOV 20 2012

FCC Mail Room

11-15-12

① I am deaf or hard of hearing and use VRS to stay in touch with family and friends, and Doctors.

2. I am deaf or hard of hearing and Rely on VRS for Emergency 911 Services. (if heart problem)

Mrs. Susan D. Presock  
7766 Salida Rd. Apt. 213  
Mentor on the Lake, Ohio 44060

Phone: (440) 290-4751 (VP)

Cell Phone: (440) 290-5008 (VP)

Text: (216) 225-7341

Email:

2162257341@Messaging.SprintPCS.com

Thank you!  
Susan D. Presock





Collin Peterson;

CG Docket Nos. 03-123 and 10-51

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11/20/2012

FCC Mail Room

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①

Nov 13, 2012

FCC Headquarters at  
455 12<sup>th</sup> St SW Room

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FCC Mail Room

TWA 325  
Washington DC 20554

Hello Agents

I really love it very much  
Please don't cutt off all. because  
We are Senior Citizen Cable 911 and  
my family for emercy. important for us.

We are Deaf- if cut off. How can I  
call contract family & 911. I can  
get lawyer sue you if (person) or my  
Spouse passed away. How do I can  
Contract

We pay Cable \$100.00 every month &  
never see FCC spend on me ??  
and I buy TV myself- Sorenson  
give us Service great good & Neat

Mary Oxendine  
1907 Anderson Ave.  
Chattanooga, TN 37404

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NOV 20 2012

FCC Mail Room

November 14, 2012  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Julius Genachowski, Chairman,

CG Docket Nos. 03-123 and 10-51

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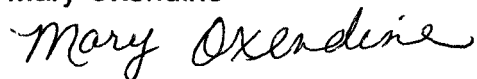
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Sincerely yours,

Mary Oxendine



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42435 Kingsley Drive  
Clinton Township, MI 48038  
November 14, 2012

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Federal Communication Commission  
445 12 Street SW  
Washington, DC 20554

Dear Julius Genachowski

CG Docket Nos. 03-123 and 10-51

I am hearing, but know how important VRS is for those who are deaf or hard-of-hearing.

I am writing in response to the FCC's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered will destroy a program that is vitally important to people who are deaf or hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard of hearing to use the "phone" to communicate just like people who can hear. With VRS they can do the things we take for granted – make a doctor's appointment or call a child's school. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. The FCC wants to drastically cut the rate they pay VS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government mandated software that is used on off the shelf equipment like common videophones, computers, or tablets. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Donald and Gayle Bieschke

The block contains two handwritten signatures in black ink. The signature on the left is 'Donald Bieschke' and the signature on the right is 'Gayle Bieschke'. Both signatures are written in a cursive, flowing style.

I am happy to have VRS. Service  
in my house  
after we call Dr's office and Dr  
talk we ask Dr Question about  
Health Nurse help me lot. My daughter  
my family need me lot - so can  
have iPad use purple 3 - I have problem  
talk to them when I have problem  
personity I don't feel comfortable with  
Relay. private personal - when I  
call Dr & etc use Relay. is great job  
All those is gaint wonderful -  
All service - purple 3, 24, cell phone  
any service - they can choice -  
my mom is 100 year old - she use  
cell phone to contact me often -  
in part for me - To save my Keep VRS -  
VRS, NOT Don't Destroy please stop it -  
Please Keep stay VRS - Leave it  
Alone! Please Please -  
Many thank for allow us To  
Keep VRS. Please Keep  
Thank  
Janella + Dennis  
Bookshinis

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FCC Mail Room

③

The FCC Agency

Received & Inspected

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I am Deaf + Blind - I am  
use VP- and contract my Parent  
as Emergency. I am happy  
with VRS because I can do  
myself, communicate, can living  
alone apt. 5 pp help buy food etc  
Dennis Jr dont want lose VP-S-  
I live 1 hrs in Seattle and  
my Parent live 1 hrs away Camano Island,  
Wash. I need VRS I pay cable for VP.  
\$100.00 Please Dont Drop or stop-

it is important to me

I pay TV for VP- I call interpreter  
Can talk Dr apt- eye Dr- job search

Thank  
Denny Bookshuis Jr

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NOV 20 2012

FCC Mail Room

Brenda Hollingsworth

7310 Standifer Gap Road Apt #1302

Chattanooga TN 37421-1473

November 14, 2012

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Dear Julius Genachowski, Chairman,

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Brenda Hollingsworth

Marlene H. Dortch, Secretary  
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JUN 20 2012

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Sincerely,

Name Loretta Swanson

Title, if appropriate \_\_\_\_\_

Address 5844 Natick Ave Sherman Oaks Ca 91411

Telephone Number 818-528-6807

*I have 2 daughters - they use  
Sorenson*



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